QEP FloorWarm Customer Support FAQ's

Q. Do the wiring leads wire directly to the thermostat?
A. On a single mat the wires could be wired direct to the thermostat, and on 2 or more mats all leads have to go to a junction box first

Q. Does the floor sensor need to be placed under the mat?
A. No. The sensor lays next to the mat no further then 2"

Q. Can we splice the wiring leads?
A. Yes, but if a splice is made the wires have to be linked by using a Shrink Fit Butt Splice Connector

Q. Can I install hardwood flooring directly over FloorWarm mats?
A. No

Q. Do ohm readings need to exactly match those on mat(s)?
A. No, the Ohm reading could change up to +/- of no more then 10, if this number is off then call for further assistance

Q. Do mats have to be installed by a certified electrician?
A. No, but the wire components are recommended to be made by a certified electrician

Q. Can FloorWarm be installed in a shower?
A. No. Material can not be installed anywhere water could come in direct contact

Q. Can I install carpet directly over FloorWarm?
A. No, must have 1/8" to 1/4" self-leveling underlayment

Q. Can mats be wired together?
A. No. The leads from each individual mat have to be joined at a junction box

Q. Do I need to use the primer?
A. Yes

Q. Can FloorWarm be installed outdoors?
A. No

Q. How high does gang box need to be installed up wall/over floor?
A. Minimum of 18" to 36" from the floor

Q. Do I need to use a junction box even for just one mat?
A. No. Leads can be wired directly to the thermostat

Q. Do I need to run wiring through conduit?
A. Yes, if required by local code

Q. How long does it take for primer to get tacky before I can install FloorWarm mat(s)?
A. Depending on conditions from 30 minutes up to 1 hour

Q. Should system be turned on before we install tile?
A. Yes, recommend to verify that the there were no issues with the installation

Q. Can we cut the mats?
A. No. Mats cannot be altered